

We value our customers and we will:

- Listen to your views
- Treat you with dignity and respect
- Respond to your enquiries promptly and efficiently
- Ensure our services are accessible and easy to use
- Apologise to you when we get things wrong and tell you when we will put them right
- Involve you in shaping services
- Explain our reasons when we're unable to do something
- Be helpful and responsive to your needs
- Be polite and professional at all times

In return we ask that you:

- Treat our staff with respect and be courteous
- Be considerate and polite to other customers
- Provide the information we need to deliver services
- Ask us to explain anything you are not sure about

